

# BOOKING CONDITIONS

**STATUS:** CONFIRMED indicated overleaf means the airline, hotel, vehicle rental or tour operator has accepted your reservation from Trailfinders, subject to the usual reservation conditions. REQUEST means your arrangements have been requested, although not yet confirmed. WAITLIST means that your flight, hotel or tour arrangements are currently full and your name has been placed on a waiting list. CANCELLED means that your flight, hotel, vehicle rental or tour arrangements are cancelled. UNABLE means the airline, hotel or tour operator cannot meet your request.

**PAYMENTS:** We require an initial non-refundable deposit, normally \$100 per person which is apportioned to be the air travel element of your itinerary. However, additional deposits may be required to hold 'Other Facilities' arrangements such as hotels, car hire, cruises and tours, the details of which will be advised at the time of booking. Final payment is not normally due until 6 weeks before departure. Bookings made within 6 weeks of travel require full payment on confirmation. If you have booked hotel accommodation, vehicle rental, tours or any other travel arrangements, you should refer to the booking conditions contained in the tour operator's brochure (a copy of these conditions will be given or sent to you at the time of booking).

**Please note that all airfares are subject to increase until full payment is received and tickets issued, it is therefore to your advantage to finalise payment as soon as you can after booking.**

**PROVISIONAL FARES:** If a fare is shown on an itinerary as being 'PROVISIONAL', this means that the airline, hotel or tour/ground operator has not confirmed the exact fare at the time of booking and any increases in cost must be met by the client.

**TICKETING:** Unless you notify us otherwise, your travel documents will be posted to you at the address shown overleaf except E-tickets where your boarding pass is issued at check-in on production of your passport and Trailfinders confirmation form if requested. Air tickets cannot be posted overseas. Tickets are generally valid a maximum of one year from the date of issue. Any exceptions to this will be shown on your ticket.

**REROUTING:** As a general rule, airline tickets cannot be rerouted or transferred to another airline.

**PASSPORT & VISA REQUIREMENTS:** Please ensure that you are fully aware of all passport and visa requirements and that you allow adequate time to obtain them. As many countries require that your passport be valid for several months beyond your actual departure from that country, e.g. Indonesia and Taiwan require 6 months validity remaining, it is recommended that you always travel on a passport with at least one year's validity remaining by the time you return to Australia. If your passport has less than the recommended validity, please contact Trailfinders or the appropriate government office for advice.

Visa requirements are only noted for those countries listed on your itinerary. If you intend visiting or transiting through other countries, please ensure you are fully aware of all visa and passport requirements.

**PRE TRAVEL ADVICE:** The Department of Foreign Affairs and Trade may have issued information about your holiday destination. You are advised to check this information shortly before departure at [www.dfat.gov.au](http://www.dfat.gov.au).

**HEALTH REQUIREMENTS:** Health facilities, hygiene and disease risk vary worldwide, you should obtain health advice on your specific needs as early as possible. It is your responsibility to ensure that you have fully complied with all health and immunisation requirements for the countries you may be visiting. Professional medical advice should be sought in conjunction with the guidelines listed overleaf.

**INSURANCE:** Trailfinders strongly recommends insurance cover whenever you travel. The comprehensive insurance scheme we offer has been developed over 30 years to best meet the needs of most clients.

**CANCELLATIONS/AMENDMENTS/REFUNDS: It is important that you are fully aware of the cancellation and administrative charges relating to your contract with Trailfinders.**

The circumstances surrounding cancellations and refunds vary greatly. The following general conditions are as simple as the complex problem permits

## METHODS OF PAYMENT:

**1. PERSONAL (AND COMPANY) CHEQUES:** Payment for travel arrangements may be made by personal or company cheque. Cheques should be made payable to **TRAILFINDERS AUSTRALIA PTY. LTD.** Please note, however, that we require **SIX WORKING DAYS FOR CHEQUE CLEARANCE** before tickets can be issued. It is therefore advisable to confirm with Trailfinders that there is sufficient time between cheque payment and any ticketing deadline. For urgent ticketing we can usually arrange special clearances within 48 hours. Please add \$20.00 to cover this service. Foreign currency cheques are not acceptable.

and make allowance for the work carried out by Trailfinders on behalf of clients. Should you for any reason have to cancel your booking, the person making the original arrangements must give us a written notice of cancellation.

**In certain cases cancellation charges, if incurred involuntarily, will be covered by insurance taken out at the time of booking. This is strongly recommended.**

**AMENDMENTS:** Any change of itinerary before receipt of full payment on any particular ticket(s) will be termed an amendment. An amendment fee of up to \$100 per change will be levied according to the amount of work involved. Changes to hotel accommodation, vehicle rental, tours and travel arrangements will incur extra charges. Please refer to the relevant Trailfinders brochure or, where Trailfinders is acting as the agent for the tour operator, you should refer to the booking conditions in the tour operators brochure. Any change of itinerary after receipt of full payment on any ticket(s) will be subject to applicable cancellation conditions.

**AIRLINE RESERVATION & TICKET CANCELLATION:** For all confirmed bookings cancelled before receipt of full payment on any particular ticket(s), the booking deposit is forfeited. For cancellation after receipt of full payment, generally, cancellation charges amount to 10% or \$100 per ticket, whichever is the greater. On any fixed dated ticket, there is a 100% cancellation charge if part used, or if the reservation is not cancelled prior to the first flight. Exceptions to these conditions are noted overleaf. **Please note all flight cancellations must be notified in writing prior to the day of departure.**

**HOTEL/VEHICLE RENTAL/TOUR/OTHER TRAVEL ARRANGEMENTS: CANCELLATION** If you have booked hotel accommodation, vehicle rental, tours or any other travel arrangements and you cancel your reservation, you should refer to the booking conditions in the Trailfinders brochure or, where Trailfinders is acting as the agent for the tour operator, you should refer to the booking conditions contained in the tour operator's brochure. Trailfinders will impose additional fees for cancellation/amendments to confirmed land arrangements. Reservations are non-transferable.

**AIRLINE TICKET REFUNDS:** Tickets returned will be presented to the airline for assessment. As soon as we receive a refund from the issuing airline, we will forward it to you less any cancellation or administration charge. Please note that refunds for part-used/return halves of tickets are always less than the pro-rata rate and may have no refund value whatsoever. Refunds usually take 8-12 weeks, but in isolated cases may take longer. Refunds will be processed by the original method of payment, except for cash transactions where refunds will normally be provided by cheque.

Tickets returned more than one year from the date of issue are classed as expired by the airline and generally have no refund value at all.

If tickets are lost or stolen, certain airlines will not reissue duplicates. New tickets may then have to be purchased locally, at the local fare. A delay of up to 18 months is possible before we receive authority from the airline to make any refund.

Trailfinders applies a further \$50 per ticket administration fee over and above cancellation charges as noted overleaf. Please ensure that any tickets returned to Trailfinders are sent by registered post.

**HOTEL/VEHICLE RENTAL/TOUR/OTHER TRAVEL ARRANGEMENTS: REFUNDS:** No refunds are given for wholly/partly used tickets, vouchers or accommodation reservations. Under all other circumstances please refer to the booking conditions in the Trailfinders brochure or, where Trailfinders is acting as the agent for the tour operator, you should refer to the booking conditions contained in the tour operator's brochure.

**FLIGHT RECONFIRMATION:** Please reconfirm all onward flight reservations with the relevant airline at least 72 hours prior to departure. In addition, it is important to establish if there have been any changes to your flight timings since leaving Australia. Wherever possible you should advise the airlines of your local contact number.

**CARRIAGE BY AIR:** Carriage by air is subject to the terms and

conditions of the carrier with whom you travel and to international conventions, which may limit liability. Transport timings and routings are provided by the airlines and other carriers concerned. They are subject to change as a result of air control restrictions, weather conditions, operational/maintenance requirements and the requirement for passengers to check in on time over which Trailfinders has no control. We cannot make any special arrangements for you if you are delayed since such matters are at the sole discretion of the airline concerned

**AIRLINE RESERVATIONS:** All flight reservations are subject to seat availability of the relevant booking class, which at certain times may be limited. **Any alterations you may wish to make to a confirmed itinerary after departure from Australia should be addressed to the airline as soon as possible.** Airline reservations are non-transferable.

**COMPLAINTS:** If you have a problem during your holiday, please inform the relevant airlines, hotel, tour operator or other supplier immediately so that they can endeavour to put things right. If they cannot resolve the problem you must contact one of Trailfinders' Australian offices immediately by telephone or by fax so that we are given the opportunity to help. Trailfinders will not hold themselves responsible for the non-performance of an itinerary through causes beyond their control or when they are not notified of a problem at the point when remedial action can be taken. In the unlikely event that a complaint cannot be resolved at the time, you should write to us within 90 days of returning home, giving your original booking reference number and all other relevant information. If you fail to take any of these steps this will hinder our ability to put any problem right and/or investigate it fully and any right you may have to receive compensation will be reduced or completely invalidated.

**YOUR HOLIDAY CONTRACT:** These booking conditions form part of your contract with Trailfinders. That contract and any matters arising from it are governed by the law in the state in which your booking was made and subject to the jurisdiction of the courts of the state in which your booking was made. Please note that between you and any of the hotel, vehicle rental companies, tour operators, airlines etc involved in providing your holiday, different terms and conditions may apply. If you would like to see a copy of any applicable terms and conditions please submit your request in writing and we will try to meet it.

## GENERAL INFORMATION

**JOINT SERVICES:** Please note that two airlines may share the same service. Thus a flight may not actually be operated by the airline whose designated code is shown on your itinerary and ticket.

**SEAT ALLOCATION/SPECIAL REQUESTS:** Trailfinders is happy to request pre-allocated seating or other special requirements for your itinerary, however acceptance of such request by the airline, hotel, vehicle rental company or tour operator cannot be guaranteed.

**BAGGAGE ALLOWANCE:** If you are unsure of the baggage allowance on the flights you have booked please contact your consultant or the relevant airline.

**SMOKING:** Please note that most flights are non-smoking. If this service is not suitable please contact your consultant as soon as possible.

**TAXES:** Trailfinders will advise of all mandatory pre-paid taxes. Most countries charge departure taxes that may only be paid locally. It is therefore recommended that clients retain sufficient local currency to meet such charges. For further details please contact the appropriate airlines at reconfirmation. Please note that taxes are subject to change without notice.

**PHOTOGRAPHIC IDENTIFICATION:** Some countries require that photographic ID be carried at all times. Trailfinders recommends that passports be carried whenever flying.

**YOUR PEACE OF MIND:** We hold the following Travel Agent's Licences: NSW 21A 4723, VIC 32343, QLD TAG 1203, WA 9TA 1131 and are licensed by the International Air Transport Association. We also operate a client money Trust Account to safeguard any monies you pay us until payment is due to the principal.

require to see the actual card.

**5. DIRECT CREDIT/BANK TRANSFER:** Payment may be made directly to our bank account at ANZ Bank, Grafton Street, Cairns.

Account Name: Trailfinders Trust Account. BSB: 014734  
Account Number: 2551 81712.

**All payments must be identified by the passenger's name and booking number. Trailfinders must be notified of all direct bank payments.**

CHECK ALL DETAILS OF YOUR TRAVEL DOCUMENTS INCLUDING THIS BOOKING FROM UPON RECEIPT – IF YOU HAVE ANY QUERIES PLEASE CONTACT TRAILFINDERS IMMEDIATELY  
IMPORTANT: PLEASE READ AND MAKE SURE THAT YOU UNDERSTAND ALL THE BOOKING CONDITIONS (YOUR CONTRACT WITH TRAILFINDERS) AS DETAILED ON BOTH SIDES OF THIS DOCUMENT

TO VIEW YOUR BOOKING ON THE INTERNET CLICK VIEWTRAIL @  
[www.trailfinders.com.au](http://www.trailfinders.com.au)

